

Meta Data Level

Processing Level

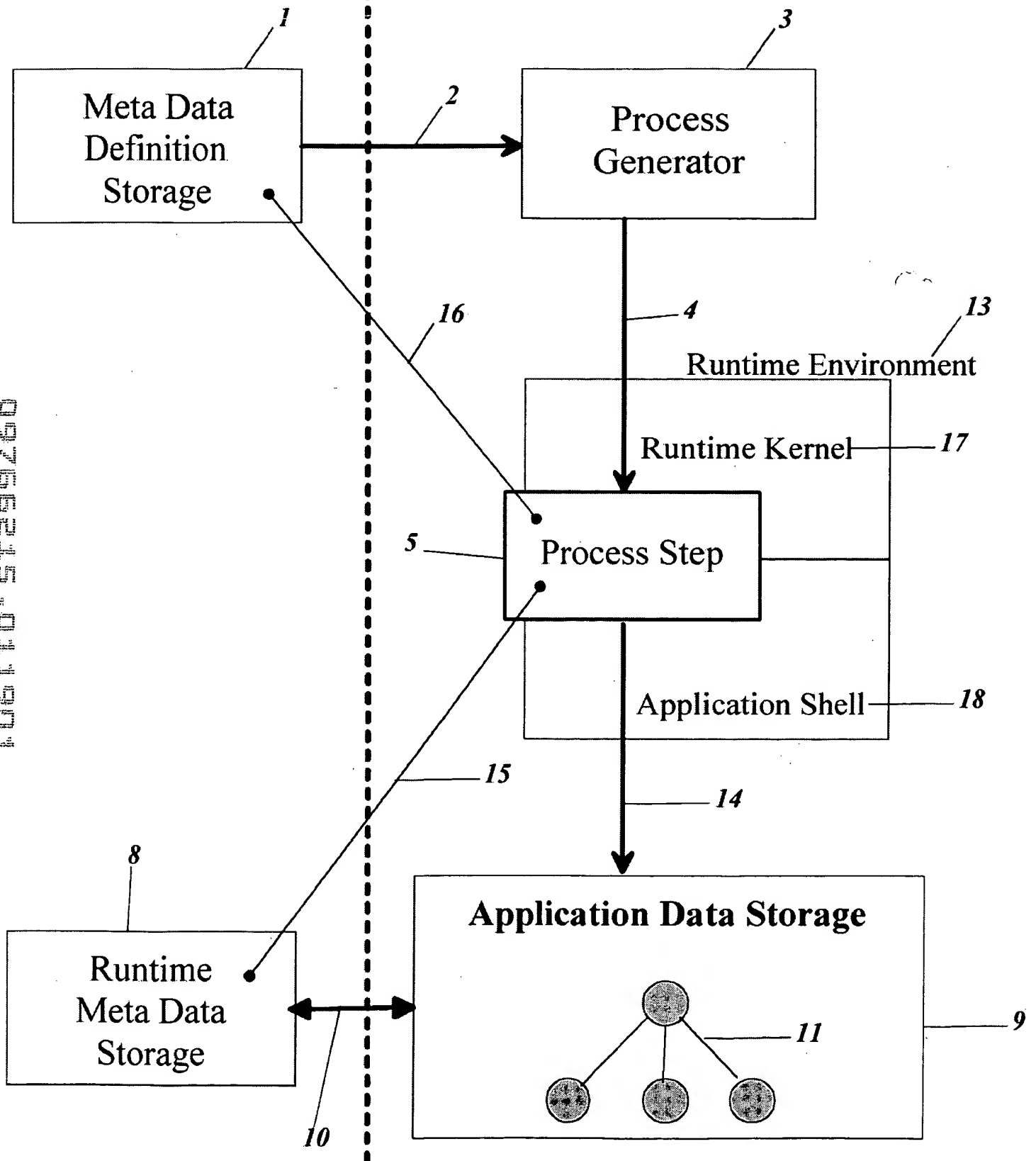


Figure 1

09766215-011601

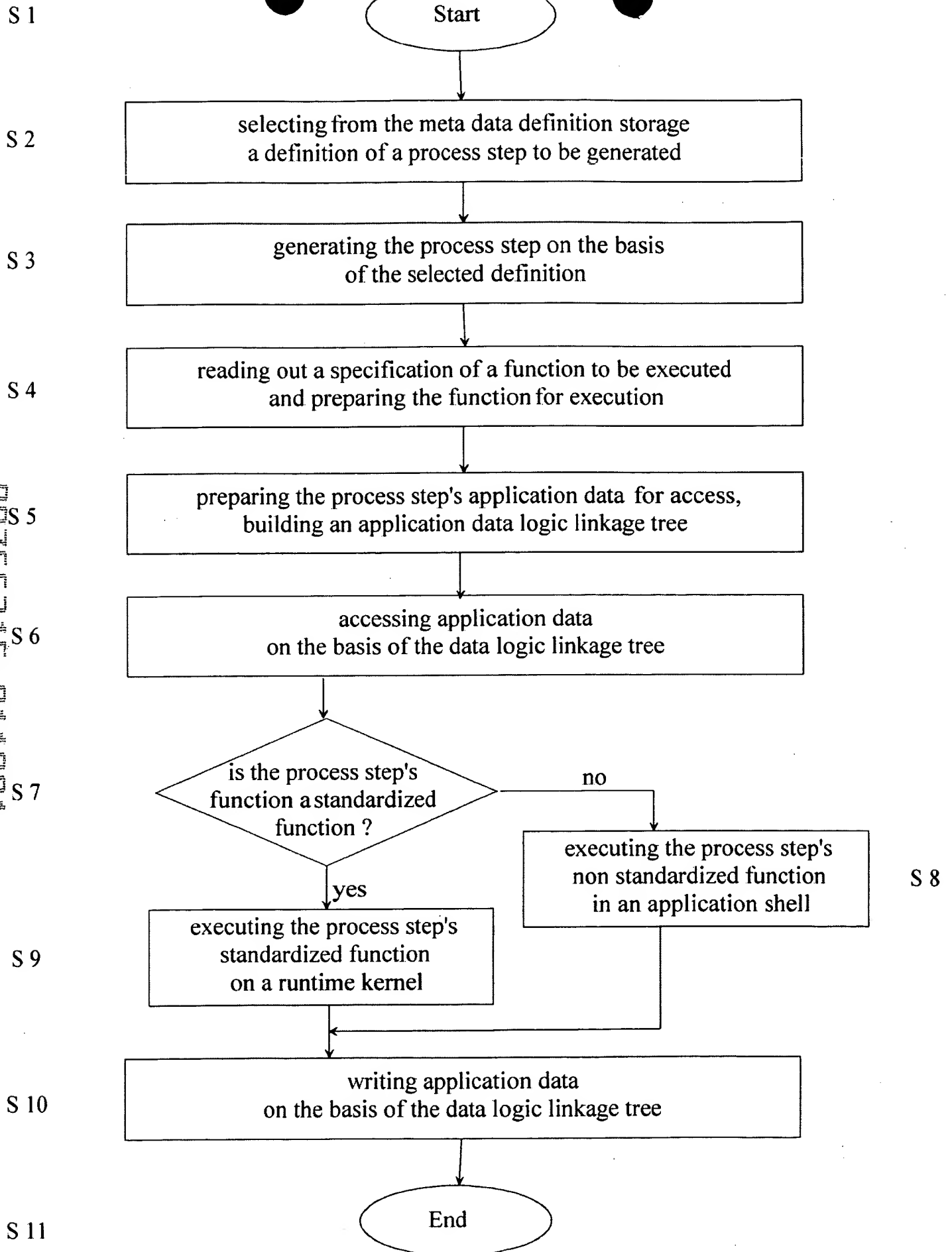


Figure 2

09769215-011901

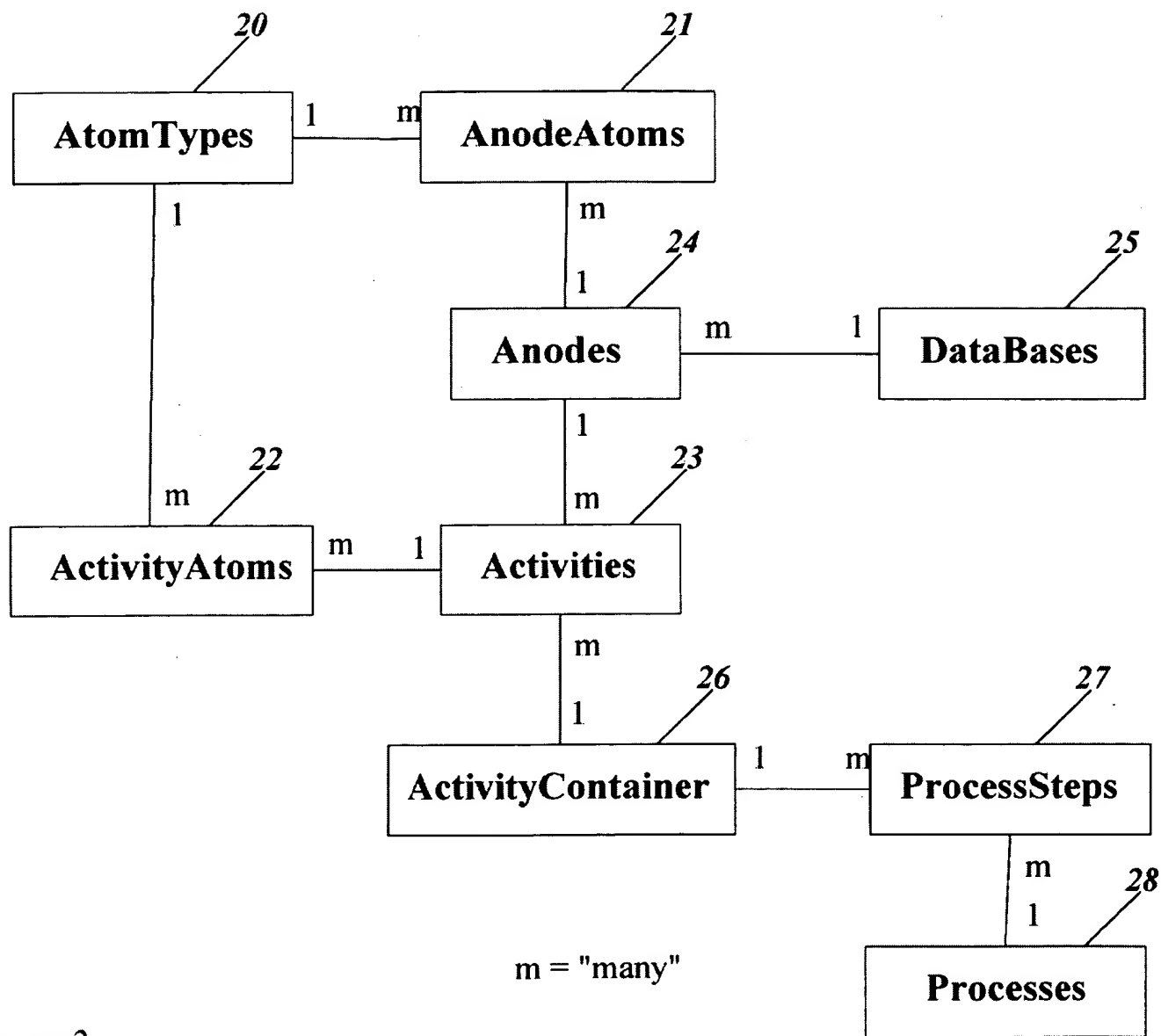


Figure 3

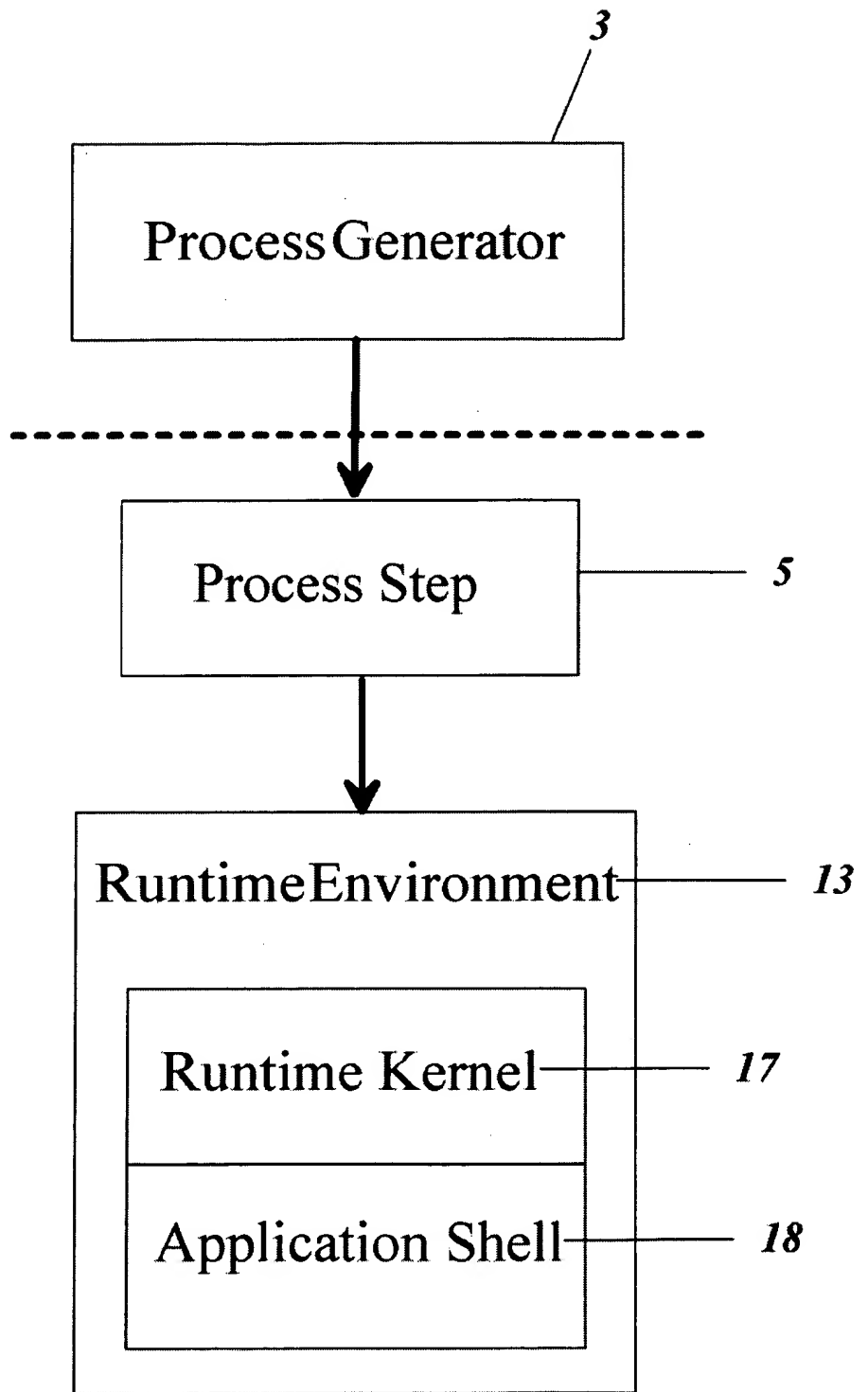


Figure 4

FIG. 5

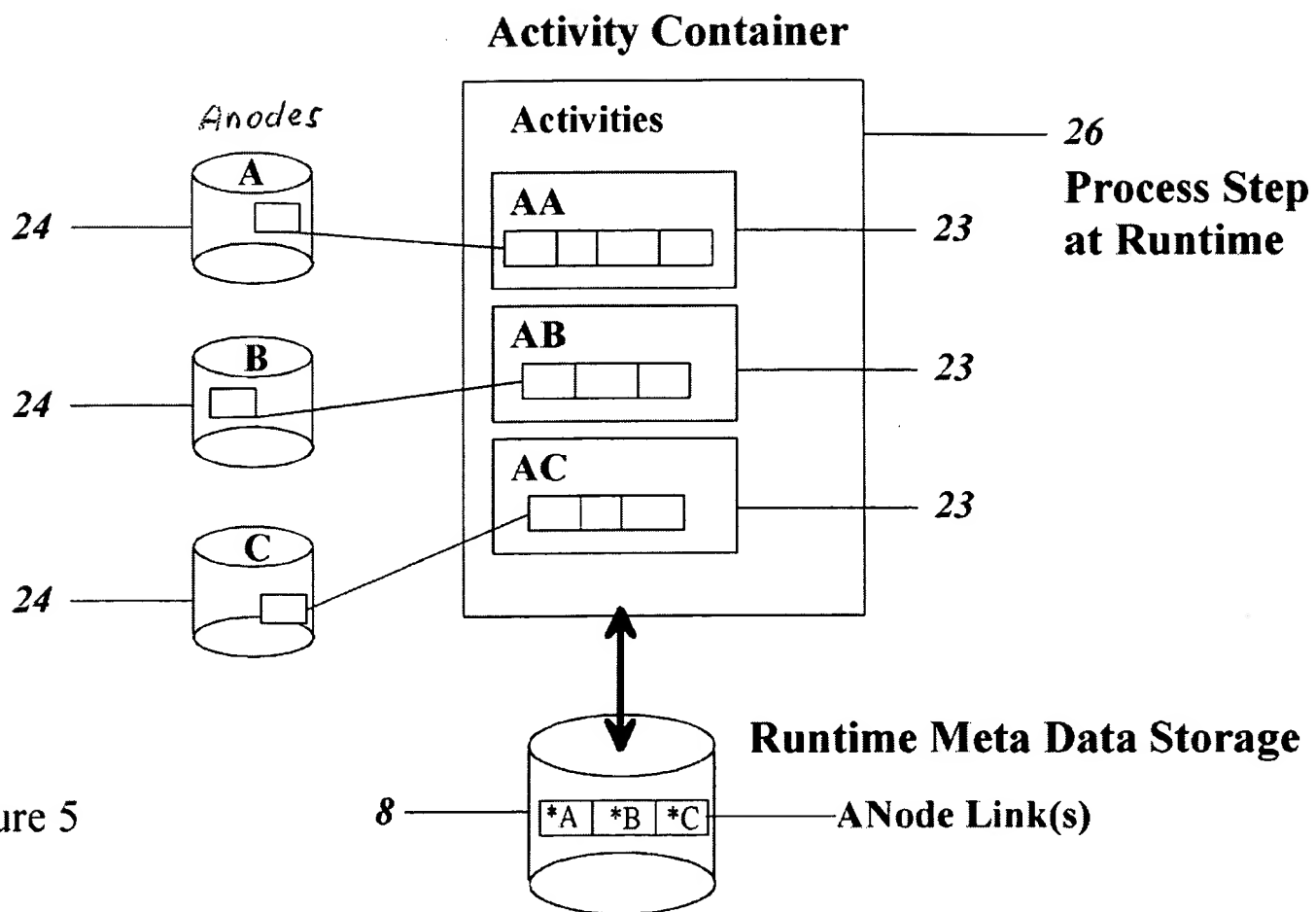


Figure 5

Meta Data Level

Processing Level

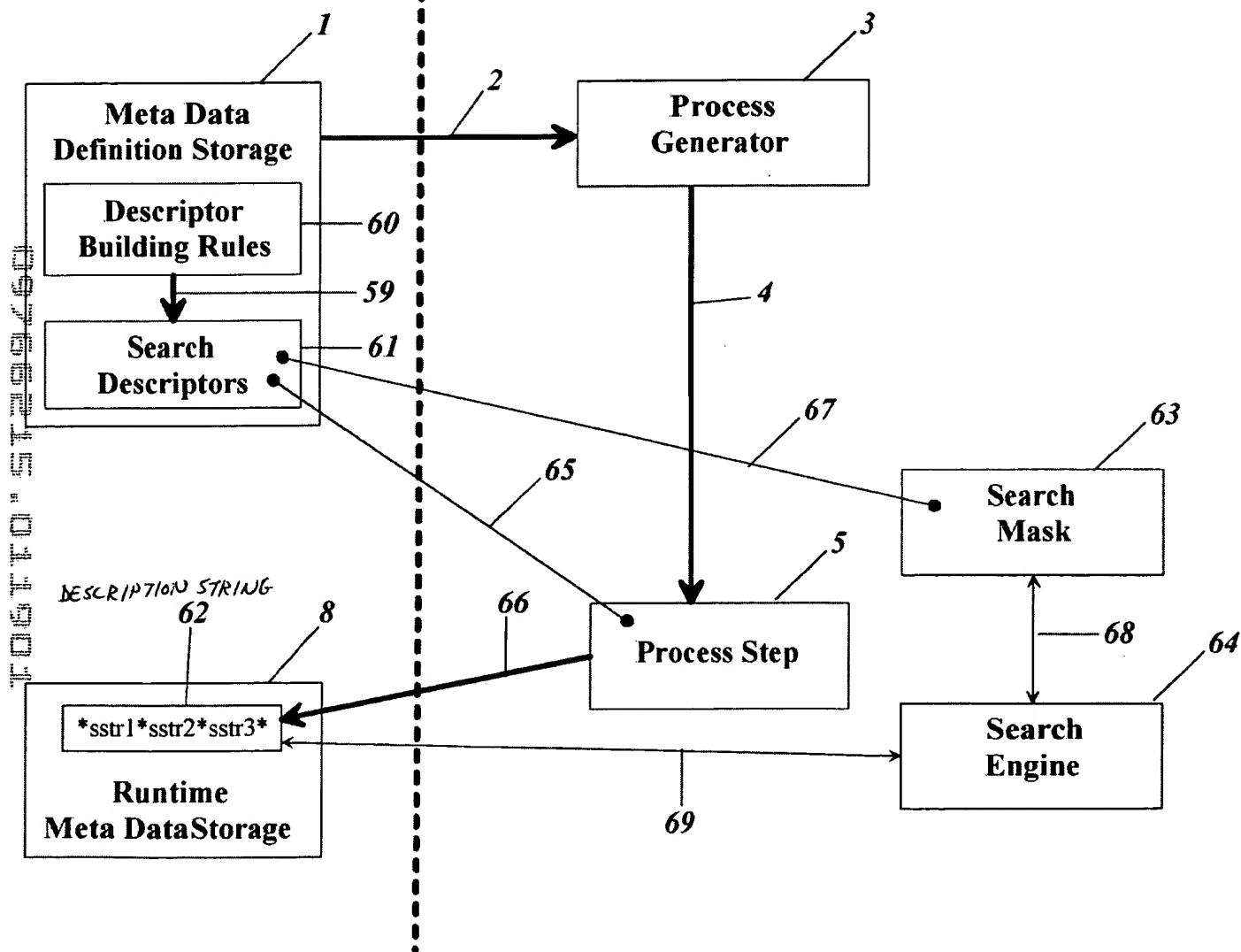


Figure 6

09766215.011901

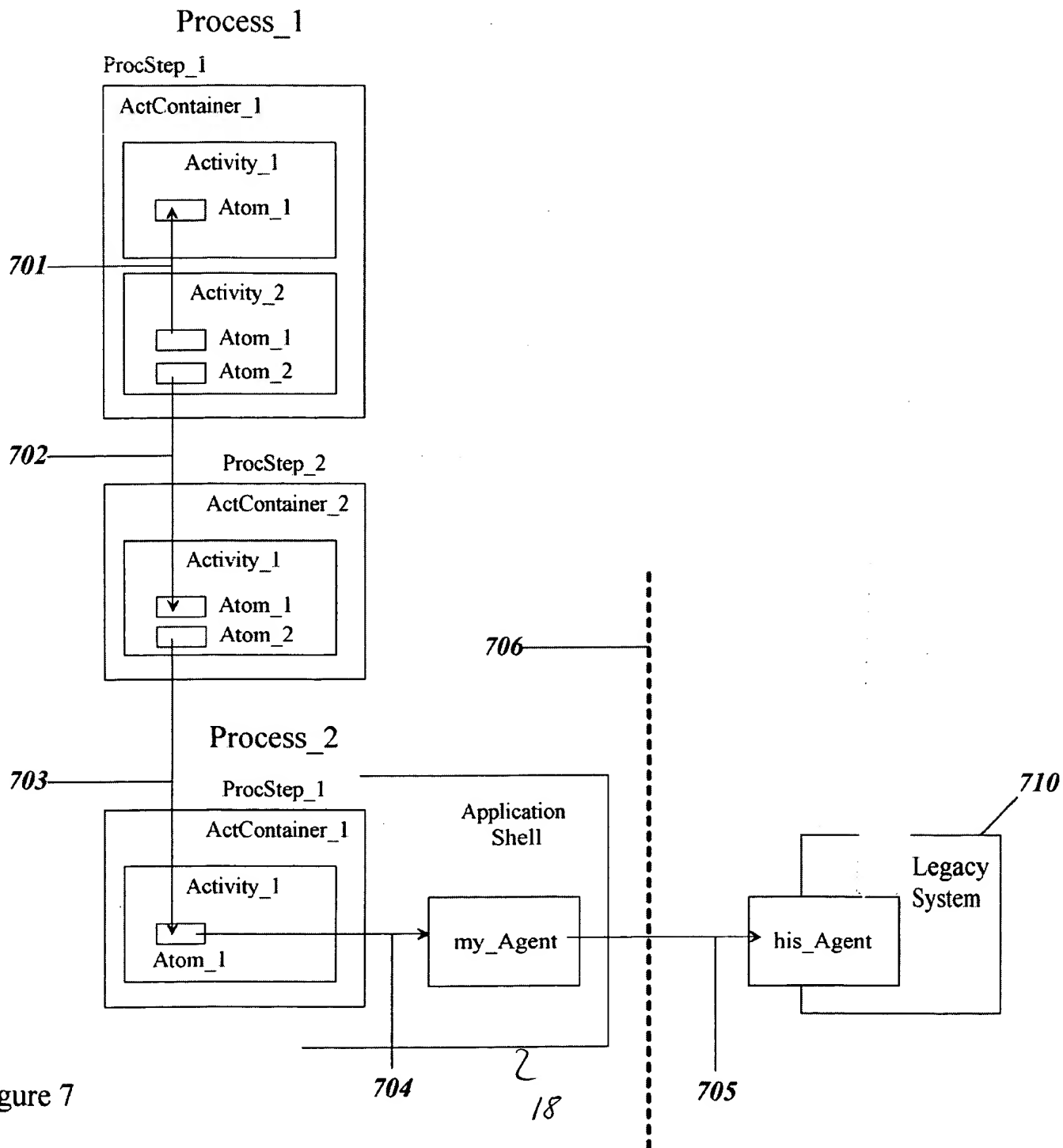


Figure 7

Login Procedure

Login Name:

Password:

71

Application Data Storage

9

ANode "Organizations"

| Organization | | | | |
|--------------|-----|--|--|--|
| TelCo | ... | | | |
| ... | | | | |
| | | | | |

72

ANode "Employees"

| Organization | Employee | | | |
|--------------|-------------|-----|--|--|
| TelCo | Betty Bitsy | ... | | |
| ... | ... | | | |
| | | | | |

73

75

Meta Data Definition Storage

1

TelCo

Operator: Betty Bitsy

Figure 8

Process Selection

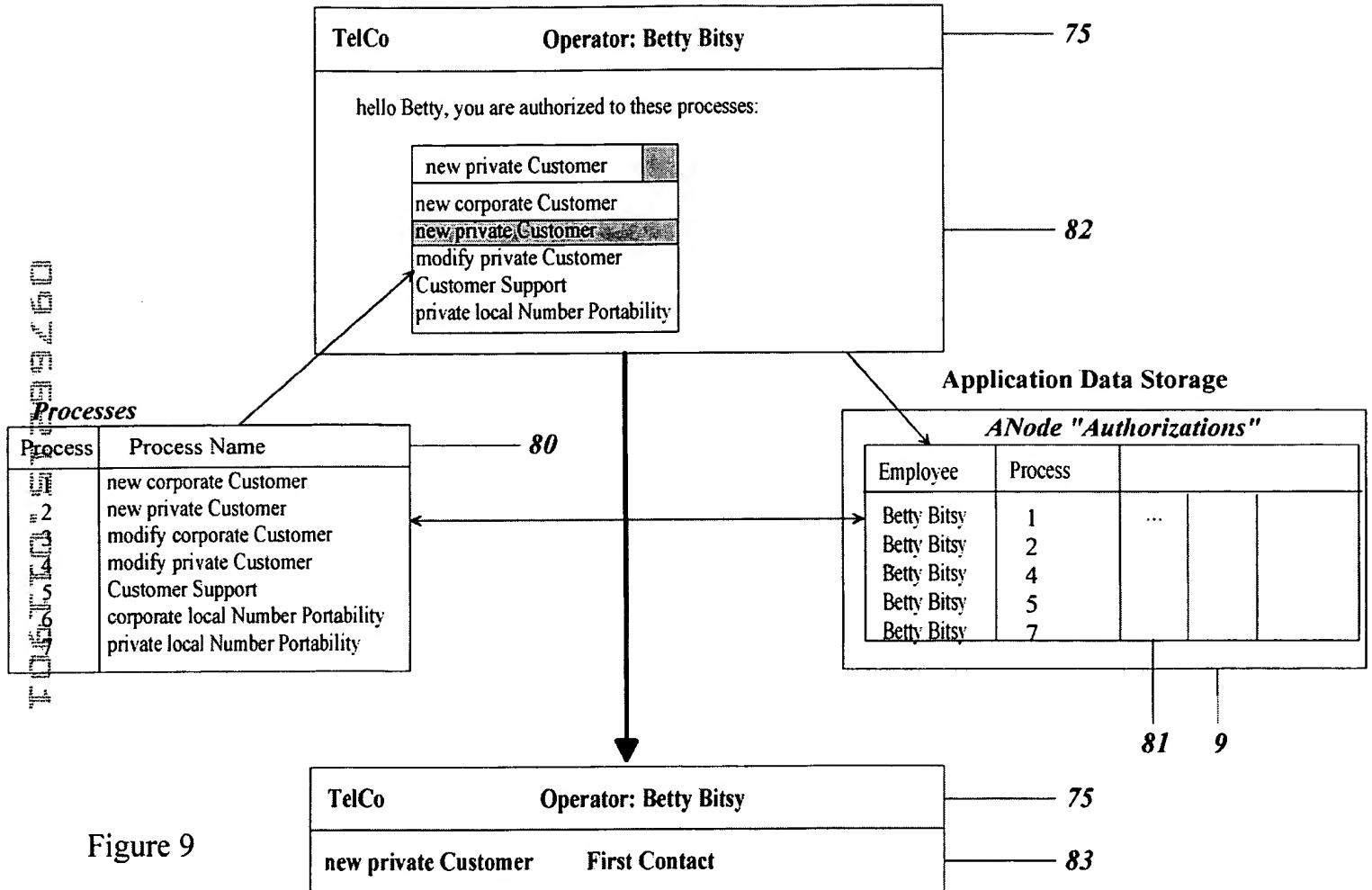
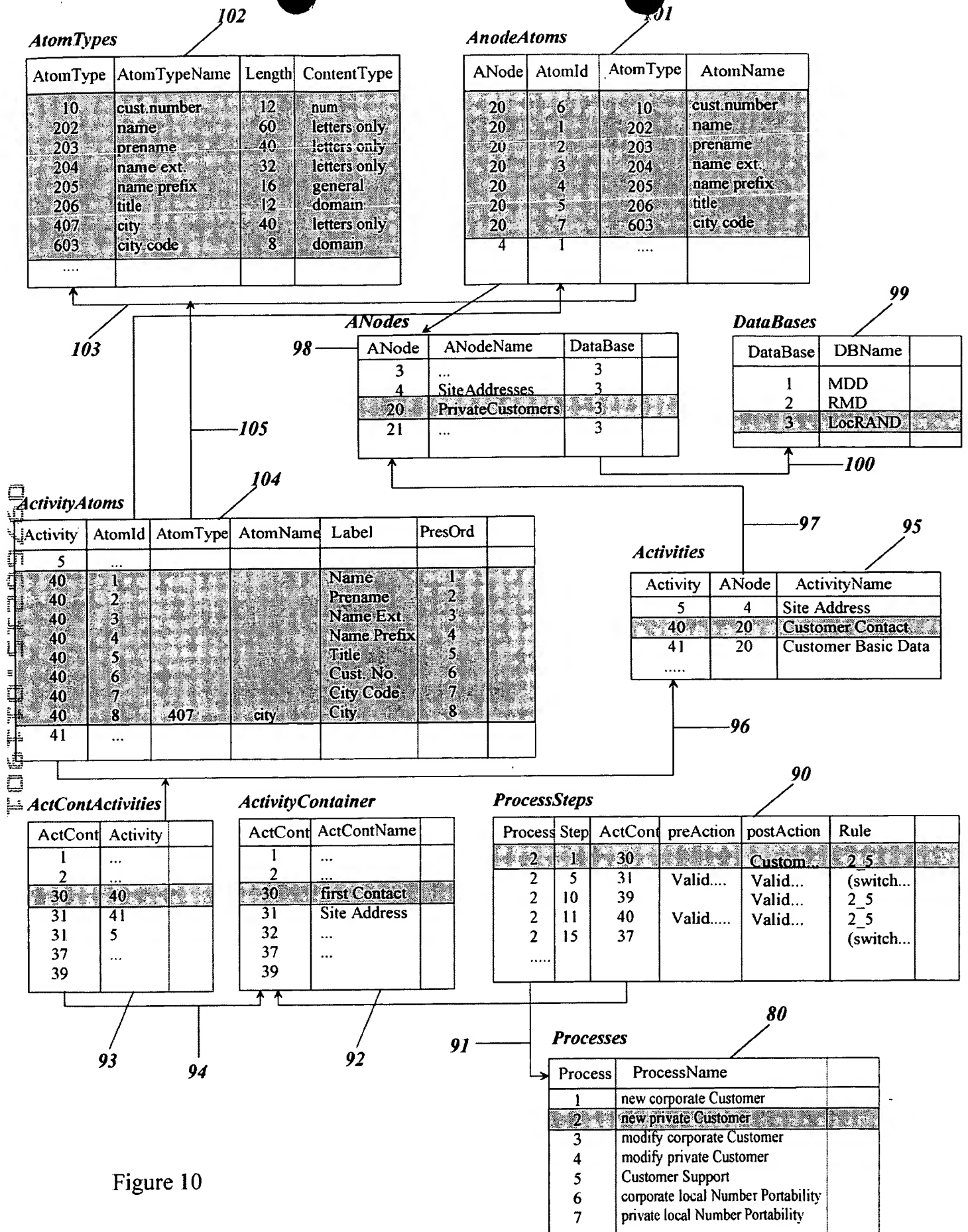


Figure 9

MetaData Definition Storage



09766215.011001
T06T0"5T29760

| | | | | | |
|-----------------------------------|-------------------------------------|---------------------------------------|-------------------------------------|-------------------------------------|----------------------|
| TelCo | | Operator: Betty Bitsy | | 75 | |
| new private Customer | | First Contact | | 83 | |
| Customer Contact | | | | 120 | |
| name | <input type="text" value="Tester"/> | prename | <input type="text" value="Ted"/> | name ext. | <input type="text"/> |
| name prefix | <input type="text"/> | title | <input type="text" value="M.Sc."/> | cust. no. | <input type="text"/> |
| city code | <input type="text" value="089"/> | city | <input type="text" value="Munich"/> | | |
| <input type="button" value="Ok"/> | | <input type="button" value="Cancel"/> | | <input type="button" value="Help"/> | |

Figure 11

09766215.041901
T06T05029260

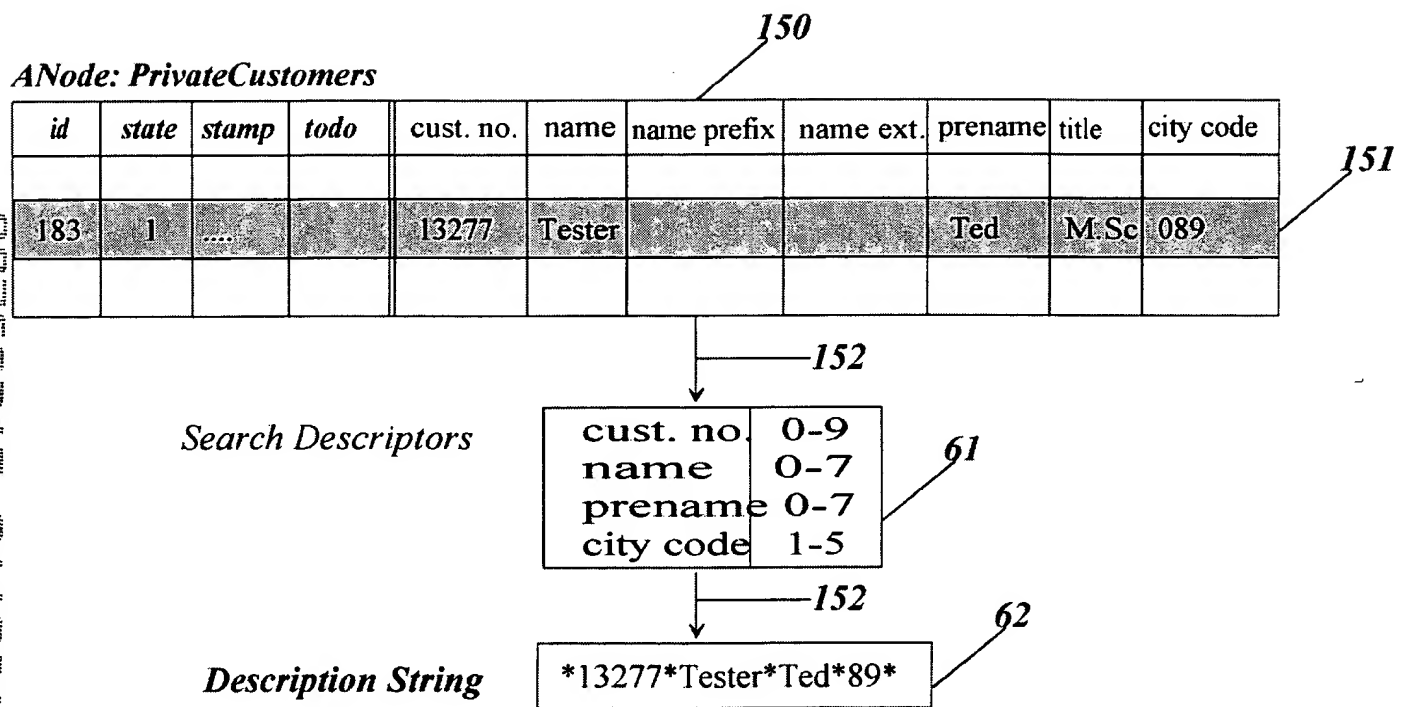


Figure 12